

An Academic and Nursing Home Partnership in Response to a Policy Initiative to Advance Person-Centered Care among Nursing Home Residents in Ohio

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Work Funded by:

Ohio Department of Medicaid, National Institutes of Nursing Research:1R21NR011334-01
and The Donaghue Foundation



Objectives

- Describe the PELI-Can Project
- Discuss examples of partnerships between academics and nursing home providers
- Discuss barriers and facilitators to implementing the PELI
- Understand resources necessary to undertake state-wide implementation projects



Person-Centered Care

- 1.7 million residents living in 16,100 NHs in the U.S.
- Centers for Medicare and Medicaid Services (CMS) Quality of Life guidelines, call for a shift in focus to “person centered care”
- “Person-centered care” means that individuals’ values and **preferences** are elicited and, once expressed, guide all aspects of their health care, supporting their realistic health and life goals.”



PELI: Evidenced-Based Development

The **Preferences for Everyday Living Inventory (PELI)**:

Phrased in clear, conversational language and tested with older adults, the Preferences for Everyday Living Inventory (PELI) helps to identify nursing home residents' authentic desires. Staff can use the questionnaire to learn about resident preferences and to personalize and improve the quality of care.

- Developed and tested with a sample of n=550 older adult home health recipients
- Revised for the nursing home population n=350 (PELI-NH).
- Wording of preferences guided by older adults.
- Assesses the importance of a range of preference domains.
- 4-point scale from *Very Important* to ~~Not~~ *important at all* to support quality improvement.

PELI: Evidence-Based Development

The **Preferences for Everyday Living Inventory (PELI)**:

- Work has included studies on how to incorporate resident preferences into care planning & quality improvement efforts.
- PELI items contributed to the development of the MDS 3.0 Section F.
- Over a dozen peer-reviewed articles stem from funding provided by multiple organizations, such as the NIH (NINR), Alzheimer's Association & Donaghue Foundation.

Sample items from the PELI

Q07. How important is it to you to choose what clothes to wear?(MDS 3.0, F0400A)

- ☐ Very important (1)
- ☐ Somewhat important (2)
- ☐ Important, but can't do (5)

- ☐ Not very important (3)
- ☐ Not important at all (4)
- ☐ Non response (9)

7a. What do you usually like to wear for the day?

7b. What do you like to wear to sleep?

7c. What jewelry do you like to wear?

7d. Do you like to carry a:

- ☐ Bag
- ☐ Watch
- ☐ Wallet

7e. Would you like your clothes arranged in a certain way?

Caregivers and Care Preference

Leisure and Recreation Preference

Q59. How important is it to you to keep up with the news? (modified MDS 3.0, F0500D)

- ☐ Very important (1)
- ☐ Somewhat important (2)
- ☐ Important, but can't do (5)

- ☐ Not very important (3)
- ☐ Not important at all (4)
- ☐ Non response (9)

59a. Which ways do you like to keep up with the news?

☐ Watch TV

☐ Group discussions

☐ Read magazines

☐ Read newspaper

☐ Listen to the radio

☐ Use the computer

☐ Discussions with another person

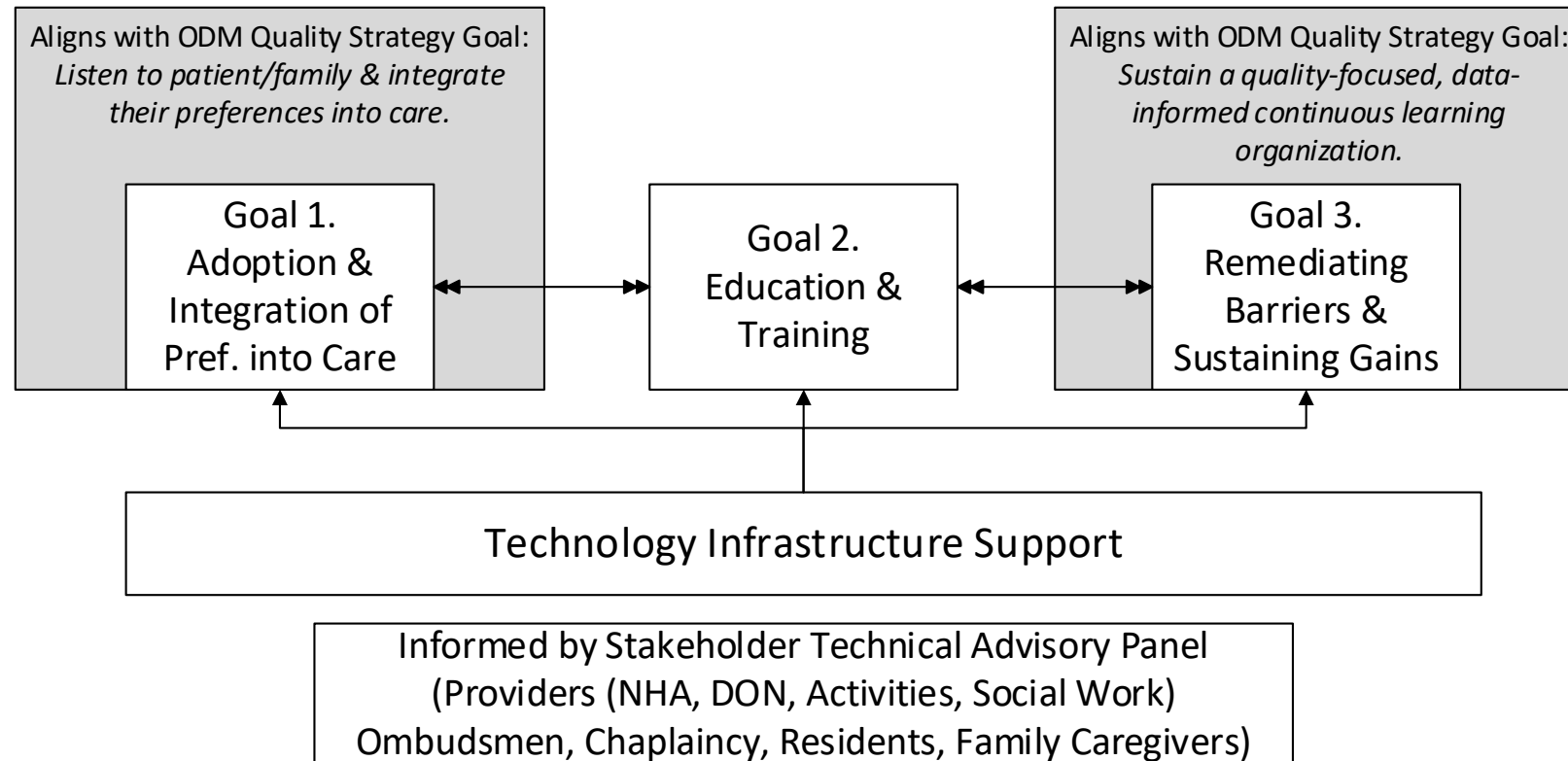
☐ Other

PELI used in a Pay for Performance Initiative

- Determination of per Medicaid day quality payment rate for SNFs.
- “The nursing facility utilized the nursing home version of the *Preferences for Everyday Living Inventory* [PELI] for all of its residents.”
- <http://codes.ohio.gov/orc/5165.25v2>
- The receipt of the quality point is self-reported by each facility.
- PELI also mandated in TN QuILTSS program:
<https://www.tn.gov/assets/entities/tenncare/attachments/QuILTSS10MeasurementMemo.pdf>

About the PELI-Can Project

Three-year project partnering with nursing homes implementing person-centered care practices using the Preferences for Everyday Living Inventory (*PELI*)



Goal 1: Adoption and Integration of Preferences into Care

- Implementation tip sheet with strategies to get started
- Sample PELI Policy
- Options for collecting preference information
- Integrating preferences into care plans
- Communicating preferences via PAL Cards
- Success Stories



PAL CARDS

- This intervention was developed collaboratively with a local nursing home and the *PELI*-Can Research Team
- Needed a quick way to reference individual resident preferences that could travel with them throughout the organization
- Tool could be an important resource for care team members and volunteers to better know the resident
- Proof-of-concept testing with four nursing homes, over 60 PAL cards completed to date
- Implementation Tip Sheet, Template, Examples on website

Sue

9/28/2017



Preference
Based Living

PreferenceBasedLiving.com

I'm originally from northern Indiana and I have lots of family in the Oxford area. I have 8 nephews nearby, as well as two nieces whom I see often. I enjoy talking to my aunts, Nancy and Denise, who call me frequently. I earned my teaching certificate and used to teach Art at Fairfield High School. I also worked with the activities department at Butler County Care Facility in Hamilton. In my pastime, I like to crochet and have even made some of my own clothes. I enjoy growing flowers, and used to take care of a vegetable garden. I like to cook, and Salisbury steak is my favorite meal to make. I enjoy watching the History Channel and the Travel Channel on TV.

Example PAL Card, Front



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An Ohio Center of Excellence

Children Loves being around kids of all ages and enjoys playing games with them, likes keeping track of nephews and nieces as they grow up and taught them how to drive.	Reading Likes going to the Oxford library to pick up copies of Science journals. Enjoys learning about science and technology. Loves books and was once in a book club. Favorite genres include mystery novels and biographies about important people. Fern Michaels is a favorite author.
Sports Dad got her interested in football when she was young, has liked pro sports ever since. Favorite NFL team is the Bengals and favorite NBA team is the Lakers. Used to enjoy watching European soccer on TV.	Music Loves the era of 60s rock. Some favorite artists are Neil Diamond, the Rolling Stones, and the Beach Boys. Saw Neil Diamond live in concert.
Pets Enjoys having pets around, especially dogs. Used to keep dogs and cats as pets, enjoys their company.	Current Events Enjoys keeping up with current events and likes to watch the news on TV, favorite newspaper to read is the Hamilton Journal.

Example PAL Card, Back





Benefits of Partnerships

Nov 06, 2017

SHARE +

Partnering to advance preference based care among nursing home residents

Are you a cat person or a dog person?

Your preferences matter to this academic and community research project.



On Friday, October 20, 2017, The Knolls of Oxford Activities Director, Suzanne House, the staff and residents received a Certificate of Excellence and a robotic companion pet cat for promoting preference-based care by honoring preferences that enhance the quality of life for their residents from the Scripps Gerontology Center Preference Based Living team.

<http://miamioh.edu/cas/academics/centers/scripps/news-events/2017%2010/peli-knolls-partnership.html>

Success Stories



SEEDS
OF
SUCCESS



Short-Term Resident Success Story

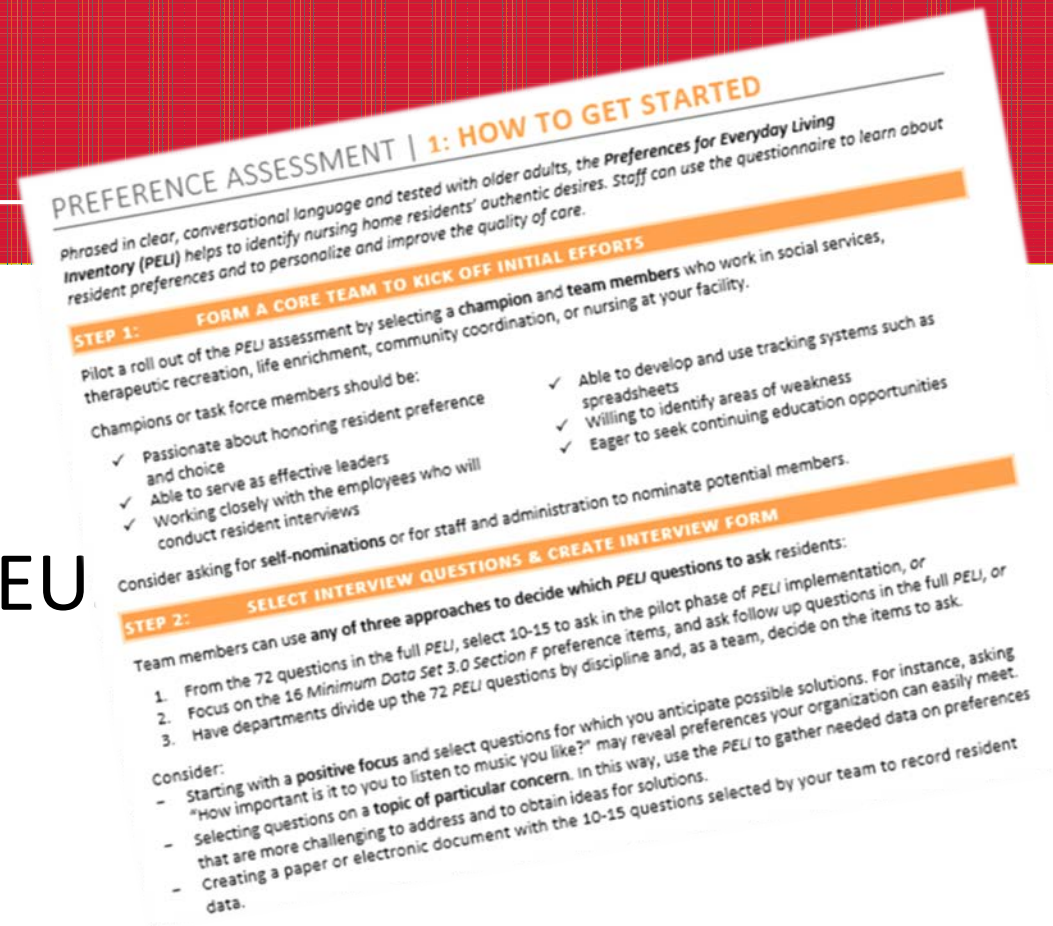
“The PELI is a very important tool in our facility as we are primarily rehab and therapy. The main question that has been so helpful lately is [to] know our residents' preferences for waking up. As many of our residents prefer to wake up later in the day, the PELI helps us to identify these residents so that their therapy schedules, bathing schedules, and meals can be changed accordingly. This has helped the residents because they are more likely to engage in their therapies, and other scheduled activities, throughout the day knowing they have had sufficient sleep, and are going to be engaging at the prime of their day. It has also significantly improved the refusal rates as residents would be too tired or weak when woken up at a different time than preferred. We have used this tool many times, and it helps to ensure their overall happiness and get each day started on the right foot.”

Long-Term Resident Success Story

“While training our team on the use of the PELI tool we learned of the simplest request from one of our continuing care residents. She was frequently cold. Not uncommon for an elderly person. While conducting the Preferences for Everyday Living assessment with this resident, we learned one simple way we could enhance her quality of life. By putting a label on her thermostat to read "Set at 74 degrees" we could ensure she stays warm. We also trained our partners to remember to offer a lap blanket any time she leaves her room for meals, entertainment, or recreation of any type. We no longer hear any complaints or comments about being cold, other than she thinks we don't have enough layers of clothing on ourselves! She knows we care about her comfort and have made improvements to enhance her comfort. Our only barrier is in remembering to offer the lap blanket at times. Partners from various departments are made aware of her preferences too. Housekeeping checks the thermostat each day after completing their duties before leaving the room. Room rounds are another opportunity to check the setting. Of course, nurses and CNAs are also in the loop. This was what some may consider [a] small preference, but what a difference temperature can make.”

Goal 2: Education and Training

- Monthly newsletters
- Tip Sheets
- Quarterly webinars (with free CEU)
- Training videos
 - Interviewing Older Adults using the PELI
 - Integrating Preferences into Care Plans
 - Engaging Proxies
- Industry Conference presentations
- One-on-one consultations with nursing homes



Goal 3: Remediating Barriers and Sustaining Gains

- Actively seek out and learn about provider barriers to implementing the PELI
- Helpline
- Plan, Do, Study, Act (PDSA) quality improvement strategy
 - Al Ryan joins project as a consultant
- Identifying barriers and developed solutions
 - Examples:
 - Resident Brochure
 - Tip Sheet: Working With Proxies



Technological Infrastructure



ComPASS

FAQ

Users

Facility Questions

Residents

Neighborhoods

Account

Log out

(F0400A) How important is it for you to choose what clothes to wear?

Questions remaining: 15

- ☐ Very Important
- ☒ Somewhat Important
- ☐ Not Important
- ☐ Important but can't do
- ☐ No response or N/A

How well do you feel this preference has been satisfied?

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Not Satisfied
- ☐ No response or N/A

What do you usually like to wear for the day?

Does the resident have any additional comments to make?

What do you like to wear to sleep?

Does the resident have any additional comments to make?



ComPASS

FAQ

Users

Facility Questions

Residents

Neighborhoods

Account

Log out

Gina Adams

Select an interview date to view results

July 20, 2017 4:09pm

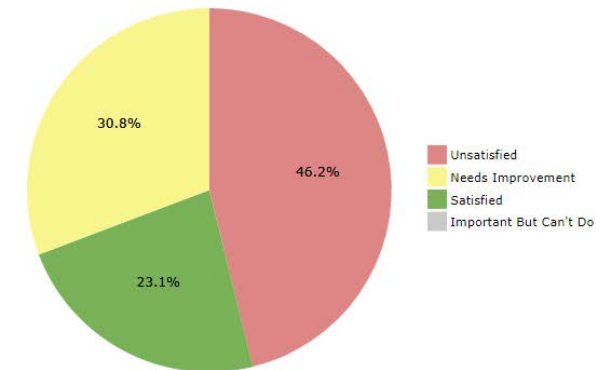
Interview

Report

Report (B/W)

Edit Resident

Share Resident



Unsatisfied With Care

Needs Improvement

Satisfied With Care

Important But Can't Do



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Resources to Consider





- Funding for Investigator time, project manager, travel, website development and hosting costs, printing of postcards
- Plus additional funding (T-Shirts, robotic pets, thank-yous)
- Team of students from computer science and gerontology
- Consultants (editor, therapeutic recreation specialist, LEAN)
- Network of industry partners (for coming up with solutions to barriers and to join in presentations)
- Technical advisory panel (access to phones & conference call system)
- Social media expertise and someone's time devoted to "feeding the beast"









Preference Based Living

*Knowing the person. Honoring preferences.
Improving quality of life*

The PELI-Can team provides:

-  Webinars, tip sheets, training videos and research on preference-based care
-  Helpline for questions about the Preferences for Everyday Living Inventory (PELI)
-  Newsletter with the latest preference-based care events and “how to” advice
-  ComPASS, a technology solution for person-centered care quality improvement

Join the conversation!

-  Email: PELI-Can@MiamiOH.edu
-  Website: PreferenceBasedLiving.com
-  Newsletter: tinyurl.com/PELIeNEWS
-  Facebook: Preference Based Living
-  Twitter: [@PrefBasedLiving](https://twitter.com/PrefBasedLiving)
-  Helpline: 513-529-3605



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Knowing the person. Honoring preferences. Improving quality of life.

Why Preferences Matter



Welcome to Preference Based Living!

People who receive long-term services and supports often experience better health and wellbeing when their preferences are understood and honored. Their quality of life is enhanced by greater connection, autonomy, dignity and satisfaction.

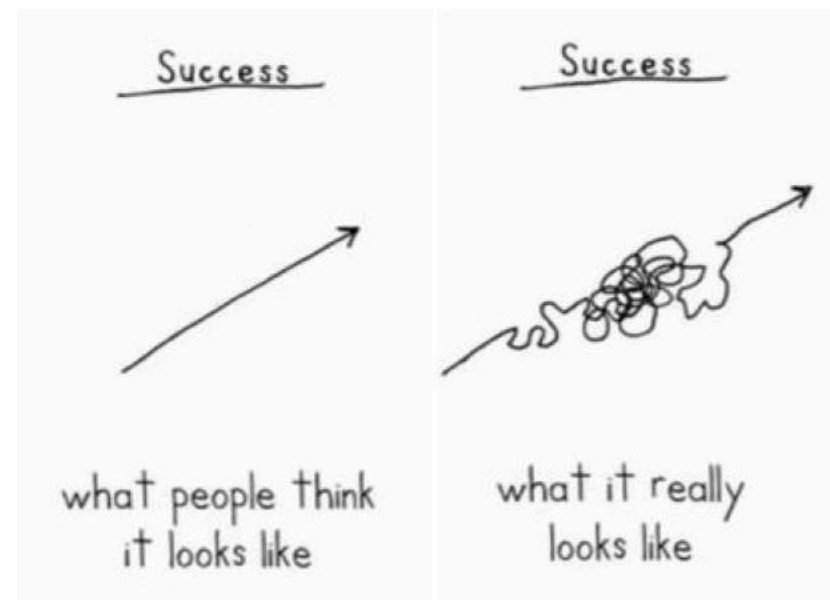
*Together, we CAN
make nursing homes
better places to live
and work -- by
honoring resident
preferences using
the PELI!*



PELI-Can Team Members

Thoughts? Questions? Comments?

Thank you!



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